



MENTAL HEALTH SERVICES FOR YOUNG PEOPLE IN WESTERN AUSTRALIA

EMERGENCY CHILD AND ADOLESCENT MENTAL HEALTH SERVICES

- **Hospital Emergency Departments (ED):**
 - In the Perth metropolitan area, children under 16yrs can present to PMH ED. Young adults (16 plus) can present to the hospital EDs in their area.
 - In regional areas, people of any age can attend their area's hospital ED.
- **Acute Response Team (ART) This service can be access through metropolitan emergency departments**

Commenced operation 5 November 2012. Metropolitan-based service which operates 24 hours per day, 7 days per week and conducts mental health assessments in emergency departments and other community settings.
- **Acute Community Intervention Team (ACIT) Referrals to ACIT are via emergency departments or CAMHS**

Commenced operation in 2008, operates weekdays during business hours within the metropolitan area. Provides a rapid, short term intervention in which assessment takes place and assistance is provided to the young person and their family until difficulties stabilise and care can be passed to appropriate community-based professionals.

EMERGENCY MENTAL HEALTH SERVICES

- **RuralLink – 1800 552 002**

Rurallink is an after-hours extension of local country mental health services providing easy telephone access to experienced community mental health staff, with a focus on supporting people with mental health issues. The service provides an after-hours contact point for new and existing clients, carers, other community members, health professionals, and community and welfare services within regional areas.
- **Mental Health Emergency Response Line (MHERL) - 1300 555 788**

Staffed by mental health professionals, the 24 hour mental health call centre will provide expert and accurate telephone response to acute mental health issues. All callers will be triaged and referred to the most appropriate acute response team according to the level of clinical priority. This service operates within the metropolitan area.
- **Community (Crisis) Assessment and Treatment Teams – Metropolitan after hours integrated extension of crisis and emergency mental health services in the community which is responsive and accessible for people experiencing a mental health crisis or emergency.**

In the South Metropolitan area, CATT works in 4 Teams which cover the catchments of Armadale, Bentley, Fremantle and Rockingham and Peel. In the North Metropolitan area, the ATTs work in 4 teams based at Stirling, Swan, Perth City and Joondalup. The afternoon duty shift is supplemented with an overnight on-call shift for the area. These teams can be accessed via MHERL (1300 555 788).

- **Sexual Assault Resource Centre – 1800 199 888**

SARC provides counselling to people who have been sexually assaulted or sexually abused. You can choose to see a female or male counsellor. The counsellor will focus on your feelings and your reactions and together with you will explore strategies to help you to heal and feel in control of your life.

GENERAL PRACTITIONER SERVICES

General practitioners (GPs) are the foundation of primary care. It is the first point of health care delivered to people outside of hospitals. GPs are medical experts, trained to deal with all types of problems including mental illness.

- **State-wide Youth-Friendly GPs**

(GPs who have undertaken specific Youth Friendly GP training by the AMA)
<http://www.amawa.com.au/IntheCommunity/ListofYouthFriendlyDoctors.aspx>

- **Fremantle Medicare Local – GP4YP (General Practice for Young People)**

GP4YP is a youth friendly, free, confidential medical practice for young people. The practice focuses on health issues specific to young people, including physical health, mental health, alcohol and other drug use, sexual health and relationship issues. The aims of the service are to provide non-judgmental, easily accessible consultations. Clients are offered long appointment times so that the GPs can get to know the young person and fully understand their issues

<http://www.fremantlemedicarelocal.com.au/community/healthy-bodies/gp4yp>

- **Mobile GP:**

Mobile GP uses an innovative model to provide healthcare to homeless and marginalised people in the metropolitan area. Mobile GP works in collaboration with the social welfare, mental health and drug rehabilitation agencies. "Youth by Mobile GP" aims to deal with the issues confronting homeless youth and hopefully assist them to get out of the cycle of homelessness before it becomes a long term issue for them.

<http://www.mobilegp.org.au/index.htm>

- **Street Doctor:**

StreetDoctor is a mobile, easily accessible, confidential, non-judgmental and non-discriminatory bulk-billing primary health care service. The service employs a multidisciplinary team of GPs, Registered Nurses and Outreach Workers, with the aim of improving health outcomes and reduces hospitalisation for disadvantaged people of all ages and from all areas.

- Perth Central and East Metro: <http://ppcn.org.au/street-doctor>

- Fremantle: <http://www.fremantlemedicarelocal.com.au/health-care-professionals/services/freo-street-doctor>

- **GP Helpline – 1800 022 222**

People who require after hours medical advice, who cannot access their usual GP and are not sure what they should do, can speak to a GP over the telephone, when necessary. The GP Helpline is a national service which operates 24/7.

PRIVATE PSYCHIATRIC SERVICES

Young people and their families are able to be referred by their GP to private psychiatrists and clinical psychologists through Access to Allied Psychological Services (ATAPS).

SCHOOL PSYCHOLOGISTS

There are more than 300 school psychologists working in Western Australia's public and non-government school system. Parents and students are able to engage with these services directly through their school.

24 HOUR TELEPHONE COUNSELLING SERVICES

- **Lifeline WA: (08) 13 11 14**
Provides a telephone counselling service.
- **Crisis Care: 9223 1111 or free call 1800 199 008**
Crisis Care is a telephone information and counselling service for people in crisis needing urgent help. Telephone Crisis Care when:
 - you need someone to help sort out a serious problem
 - you are concerned about the wellbeing of a child
 - you are escaping domestic violence and need help
 - arguments are causing unhappiness and problems in your family
 - you are alone or afraid and urgently need to talk to someone
 - you are homeless
 - you need counselling, information or other support
- **Kids Help Line: 1800 55 1800**
Is a confidential, telephone and online counselling service specifically for young people aged between 5 and 25 years.
- **Suicide Call Back Service: 1300 659 467**
Provides crisis counselling to people at risk of suicide, carers for someone who is suicidal and those bereaved by suicide, across Australia.
- **The Samaritans Crisis Line (Youth): (08) 9388 2500**
Provides a crisis telephone service which offers anonymous, non-judgemental, non-religious emotional support, from appropriately trained individuals.
- **MensLine: 1300 78 99 78**
Is a professional telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.
- **Headspace: 1800 650 890**
Provides online and telephone support and counselling to young people aged 12 to 25 years.

ONLINE SUPPORT SERVICES

- **Reachout:** <http://au.reachout.com>
ReachOut.com is a web-based service that provides young people, their families and carers, with the information, tools, skills and connections they need to make positive decisions about their mental health and wellbeing.
- **Headspace:** <https://www.eheadspace.org.au>
Provides online and telephone support and counselling to young people aged 12 to 25.
- **Suicide Call Back Service:** <http://www.suicidecallbackservice.org.au>
In addition to their crisis support telephone service, the Suicide Call Back Service website offers a number of online resources for those affected by suicide.
- **Youth beyondblue:** <http://www.youthbeyondblue.com>
Provides information and resources relating to mental health problems such as depression and anxiety.
- **It's All Right:** <http://www.itsallright.org>
Itsallright is a website where you can read the diaries of four teenagers, based on real stories, as they deal with the challenge of living with mental illness in their family. It also has useful Factsheets and Podcasts and provides an online information and referral service on mental illness including schizophrenia, depression and anxiety disorders.
- **Mood Gym:** <https://moodgym.anu.edu.au/welcome>
Provides a free self-help program to teach cognitive behaviour therapy skills to people vulnerable to depression and anxiety.
- **E-couch:** <https://ecouch.anu.edu.au/welcome>
E-couch is a self-help interactive program with modules for depression, generalised anxiety and worry, social anxiety, relationship breakdown, and loss & grief.
- **Black Dog Institute (youth):** <http://www.biteback.org.au>
BITE BACK is a new and evolving website which aims to improve the wellbeing and mental fitness of young people, based on the principles of positive psychology – the science of optimal functioning.
- **MensLine:** <http://www.mensline.org.au/Home.html>
Is a professional telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way. It operates 24 hours, 7 days a week.
- **depressioNet:** <http://depressionet.org.au>
The purpose of depressioNet.com.au is to empower people experiencing depression to make informed choices and find solutions to the challenges of living with depression.

CHILD AND ADOLESCENT MENTAL HEALTH SERVICES:

Community CAMHS provides specialist community based outpatient mental health services for young people across Western Australia and offers a weekday service during business hours. The services offer assessment, case coordination and multidisciplinary treatment services for children and adolescents with severe, complex and persistent mental disorders. Young people with severe and complex mental health disorders who have been admitted to an inpatient unit will require specialist Community CAMHS follow up to achieve long-lasting changes.

Child and Adolescent Mental Health Services (CAMHS) are available at:

Metropolitan locations:

Armadale: (08) 9391 2455

Bentley: (08) 9334 3900

Clarkson: (08) 9304 6200

Fremantle: (08) 9435 9700

Hillarys: (08) 9403 1999

Midland: (08) 9250 5777

Peel: (08) 9531 8080

Rockingham/Kwinana: (08) 9528 0555

Shenton Park: (08) 9381 7055

Warwick: (08) 9448 5544

Great Southern

Albany: (08) 9892 2440

Narrogin: (08) 9881077

Katanning: (08) 98216341

Goldfields

Kalgoorlie: (08) 9088 6200

Esperance: (08) 90710444

South West

Bunbury: (08) 9722 1300

Busselton: (08) 97540560

Bridgetown: (08) 97821444

Wheatbelt

Northam: (08) 9621 0999

Pilbara

Karratha: (08) 9143 2346

Port Hedland: (08) 91741240

Kimberley

Broome: (08) 9194 2640

Derby: (08) 91933605

Kununurra: (08) 91664350

Fitzroy Crossing: (08) 91930093

Midwest

Geraldton: (08) 99561999

Carnarvon: (08) 99416600

- **Specialist Inpatient and Outreach CAMHS Services:**

- Bentley Adolescent Unit – 12 bed inpatient facility for young people aged 12 to 18 years. The unit provides a statewide specialised service and admissions are provided to both voluntary and involuntary patients.
- Ward 4H at Princess Margaret Hospital – 8 bed inpatient facility for young people aged 6 to 16 years. This is a voluntary unit which provides a statewide service for short-term assessment and interventions for children and adolescents with an acute mental health disorder.
- Transition Unit – recovery-based day program for 12 to 18 year olds.
- Family Pathways – intensive family outreach program and therapeutic school room for 0 to 12 year olds. (08) 9382 0730
- Families at Work – residential sub-acute program for 6 to 12 year olds (note: this service is temporarily being provided as a community outreach program until early 2013)
- Complex Attention and Hyperactivity Disorders Service – expert assessment service for complex ADHD with co-morbid mental health disorders. Contact (08) 9360 1650
- Multi-Systemic Therapy – intensive community based multisystemic program for 12 to 16 year olds with significant conduct disorder: Contact (08) 9431 3787
- Eating Disorders Service – outpatient, day patient and inpatient services providing consultation, education, assessment and intervention for 0 to 16 year olds with an eating disorder. (08) 9340 7012
- Integrated Service Centres at Koondoola and Parkwood Primary Schools – support for children and refugee families in school setting.

- **Specialist Statewide Aboriginal Mental Health Services: (08) 9347 6600**

A dedicated state-wide Aboriginal mental health service providing comprehensive treatment for Aboriginal people with a serious mental illness. The State-wide Specialist Aboriginal Mental Health Service (SSAMHS) operates with cultural integrity and provide a 'whole of family' approach to service delivery regardless of location within Western Australia. This service supports Aboriginal people to access mainstream mental health services and increase the capacity of these services to better meet the needs of Aboriginal people.

SPECIALIST YOUTH MENTAL HEALTH SERVICES

Youthlink and YouthReach South: 1300 362 569

YouthReach South and Youthlink provide free and confidential counselling and support services to at-risk and marginalised young people who are:

- 13-24 Years
- Have a serious mental health disorder and/or complex psychosocial issues
- Unwilling or unable to access other mental health or counselling services due to barriers such as transience or homelessness
- Limited support and isolation
- Significant difficulty in engaging with services
- Agree to a referral

Using a person-centred approach, services provide assessment, counselling and case-management with a focus on engagement and assertive follow-up. Both services have the capacity to offer outreach where appropriate.

Youth Axis: 1300 362 569

To commence in early 2013, this new service will deliver comprehensive assessment and first phase treatment to young people (16-24) with complex presentations primarily associated with ultra-high risk psychosis or emerging personality disorder. The Youth Axis service will complement existing mental health services for young people.

NON-GOVERNMENT SERVICES

- **Headspace** – health and mental health support, advice and information for 12 – 25yrs
Fremantle: (08) 9335 6333
Albany: (08) 9842 9871
Broome: (08) 9193 6222
Osborne Park: (08) 9208 9555
An additional Headspace centre will open in Midland in 2013.
- **Lynks Counselling:** Lynks is the youth and family counselling service of YMCA Perth. Lynks provides counselling and support to young people aged 15-25 years and families for a range of issues: (08) 9328 3522
- **Streetsyde** offers emergency accommodation for those young people in crisis at Jewell house as well as providing counselling in a safe secure environment. (YMCA) (08) 9325 8488
- **Perth Inner City Youth Service:** Seeks to enhance young people's sense of belonging; by working within and creating links with the wider community. Services include medium to long-term accommodation; family mediation and informal counselling for youth aged 16-25 years. Ph: (08) 9388 2792
- **StandByMe Youth Service (SBMYS):** Youth Centre located in Altone Park, Beechboro. SBMYS offer informal counselling and advocacy to young people (11 – 25yrs) in need as well as referrals of young people to services that can provide them with additional help. SBMYS can provide information about a wide variety of issues that young people face.
Ph: (08) 9377 4022
- **Youth Focus:** Youth Focus provides a friendly, confidential and professional service for young people who are in need of counselling and support. This free service is aimed at supporting young people and their families to overcome the issues associated with suicide, depression and self-harm.
Office locations: Perth; Albany; Bunbury; Collie; Kwinana; Mandurah; Rockingham
For all offices contact: (08) 6266 4333
- **Gay & Lesbian Community Services of WA, Inc.:** The counselling and information line allows people to explore their sexuality and gender as it relates to them, without judgement or prejudice. Available week nights from 7pm – 10pm, contact (08) 9420 7201
- **Freedom Centre/WA Aids Council:** Freedom Centre supports young people (under 26) to be happy and healthy about their sexuality and gender. They provide LGBTI friendly counselling, peer support, education and sexual health testing. Contact (08) 9482 0000
- **Mental Illness Fellowship of WA – Early Intervention Recovery Program:** The EIRP is for people aged 18-35 years, who have been diagnosed with early episode psychosis. The six-month program aims to support them to re-establish or maintain social, employment and educational networks. Rehabilitation, independent living skills and recreation are all addressed. Contact: (08) 9227 7751

- **Step 1 youth services:** a street-based outreach and intensive support service, assisting 12 - 18 year old 'at risk' homeless and street-present young people in the Perth Inner City area. Ph: 9325 7033
- **Passages Resource Centres:** offers a referral service for homeless or street present young people between the ages of 12 and 25
Perth: 22 Palmerston St, Northbridge (ph: 9228 4178)
Mandurah: 20 Davey St, Mandurah (ph: 9583 5160)
- **Nyoongar Patrol Outreach Service:** a community based service that deals with social and welfare issues to provide early street-level interventions to local and remote Indigenous people frequenting public spaces in nominated locations. The target groups are people at risk of coming into contact with the criminal justice system due to various social and welfare issues. After 9.00pm, the Patrol's focus is assisting young people who are likely to come into contact with the criminal justice system or frequenting night precincts unsupervised.
- **Anglicare WA** – a range of services offered state-wide:
<http://www.anglicarewa.org.au>
- **Uniting Care West** – a range of services available state-wide:
<http://www.unitingcarewest.org.au>
- **Yorgum** - Yorgum provides an alternative and cultural approach to healing Aboriginal people who have been affected by family violence, sexual abuse and the underlying causes associated. The service operates metropolitan wide and works in a manner that is holistic and within the Aboriginal Terms of Reference. The Yorgum Clinical Supervisor (Psychologist) and Counselors work with children and adults on an individual basis and as a family unit: 9221 0487
- **Regional Youth services:** a range of youth mental health services are provided in regional areas, including by local shires. For further information, contact your local Shire, or download the Youth Services Directory, published by the Australian Medical Association (WA):
<http://www.amawa.com.au/Portals/0/docs/YFD/2012%20May%20AMA%20Youth%20Services%20Directory.pdf>

This document and further information on mental health services and supports in Western Australia are available at Mental Health Commission's website www.mentalhealth.wa.gov.au